

# VACANCY ANNOUNCEMENT

Embassy of the United States of America  
Freetown, Sierra Leone

VACANCY No: 009-2016

OPEN TO: All Interested Candidates/ All Sources

POSITION: Consular Correspondence Assistant, FSN- 08/FP-06

OPENING DATE: March 23, 2016

CLOSING DATE: April 04, 2016

WORK HOURS: Full-time; 40 hours/ week

SALARY: \*Ordinary Resident (OR)  
(Position Grade FSN- 08)

\*Not-Ordinarily Resident (NOR)  
(Position Grade FP-06)

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

The United States Embassy in Freetown is seeking an individual within or outside the Mission for the position of Consular Correspondence Assistant. The position is located in the Consular Section and reports to the Chief Consular Officer.

## **BASIC FUNCTION OF POSITION:**

Incumbent is the primary point of contact for all of the section's correspondence and is also responsible for creating effective public outreach campaigns specifically targeting fraud. Performs full range of consular duties with other staff; including customer service to US Citizen and Foreign National clients and public outreach. In accordance with U.S. Immigration and Nationality laws, carries out Immigrant and Diversity Visa (IV/DV) and some Nonimmigrant Visa NIV processing services. Performs Consular Fraud Investigation and reports on such information. Performs other consular related duties as assigned. Also, please see appendix C below.

## QUALIFICATIONS REQUIRED

**NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.**

- 1. Education:** Completion of secondary school and two years of post secondary/ undergraduate study in communication or linguistics at a university is required.
- 2. Experience:** Four years progressive experience in general office work, office Administrative work required or work in a consular service area. Applicant must have prior public speaking experience. Experience in handling more complicated task in difficult and unusual situation required.
- 3. English Ability:** Level V English language ability (Fluent) in reading and spoken English required. Level IV Krio language (fluent) is required. Level 3 Temne or Mende especially to cover areas up country.
- 4. Other Criteria:** At the full performance level, the incumbent must demonstrate thorough knowledge of the immigration laws and regulations for visas and general consular work. Thorough knowledge of computer operations including NIV computer applications. Thorough knowledge of consular office services and procedures. Knowledge of consular ethical principles. Understanding of local culture and patterns of Fraud in Sierra Leone.
- 5. Other Skills:** Ability to read and understand applicable U.S. immigration and visa laws, regulations and procedures. Proficiency in the use of MS office applications. Exceptional written and spoken English is required. Exceptional interpersonal skills and customer service. Ability to set and juggle between priorities in a high stress high production office. Ability to work with all levels of individuals both from within the Mission and the public. Ability to deal with the public in a courteous but efficient manner.
- 6. Interpersonal skills:** Must possess excellent interpersonal, written and communication skills to be able to communicate very well with others. Must maintain the highest standards of integrity and ethical behavior in all official work.

### SELECTION PROCESS:

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

### ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

**TO APPLY:**

Interested applicants for this position must submit the following or the application will not be considered:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); available on the internet at [http://freetown.usembassy.gov/job\\_opportunities.html](http://freetown.usembassy.gov/job_opportunities.html) and
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B);PLUS
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
4. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO:**

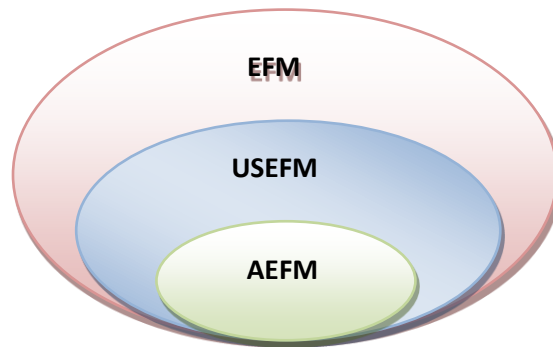
The Human Resources Section  
(Application for Consular Correspondence Assistant)  
Embassy of the United States of America  
Southridge, Hill Station  
Freetown  
FAX: 099-105-355  
POINT OF CONTACT:  
Human Resources Section: 099-105-500

**CLOSING DATE FOR THIS POSITION: April 04, 2016**

The U.S. Mission in Freetown, Sierra Leone provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## APPENDIX A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
  - U.S. Citizen; and,
  - EFM (see above) at least 18 years old; and,
  - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
  - Is a U.S. citizen; and
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
  - Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
  - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
  - Does not receive a Foreign Service or Civil Service annuity
4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
  - Not an EFM; and,
  - Not on the travel orders of the sponsoring employee; and
  - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:
  - Is not a citizen of the host country; and
  - Does not ordinarily reside (OR, see below) in the host country; and
  - Is not subject to host country employment and tax laws; and
  - Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:
  - Is locally resident; and
  - Has legal, permanent resident status within the host country; and
  - Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens are compensated in accordance with the Local Compensation Plan (LCP).

## APPENDIX B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

### **Failure to do so will result in an incomplete application**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References



## **APPENDIX C**

### **COMPLETE JOB DESCRIPTION - CONSULAR CORRESPONDENCE ASSISTANT**

Incumbent is the primary point of contact for all of the section's correspondence and is also responsible for creating effective public outreach campaigns specifically targeting fraud. Performs full range of consular duties with other staff, to include: customer service to US Citizen and Foreign National clients, and public outreach. In accordance with U.S. Immigration and Nationality laws, carries out Immigrant and Diversity Visa (IV/DV) and some Nonimmigrant Visa NIV processing services. Performs Consular Fraud Investigation and reports on such information. Performs other consular related duties as assigned.

Drafts appropriate and timely responses to incoming correspondence from consularfreetown@state.gov and congressionalfreetown@state.gov inboxes for consular officer review and approval in order to better serve our customers. Answers email and telephone correspondence in a professional, courteous, and expeditious manner in order to better serve our customers. Utilizes all applicable consular systems (NIV, IV and ACS) when drafting responses to inquiries in order to draft a well-informed response. Effectively uses the internet and social media tools to provide prospective customers timely information regarding consular services. Updates consular information on the Embassy's web page.

Coordinates with section leadership to create and implement consular outreach campaigns specifically targeting visa fraud. Works closely with other Embassy staff, including the Public Affairs Section, to create consular-specific informational material for distribution to the general public in Sierra Leone. Engages in public speaking on consular-specific topics to the general public. Uses social media tools to connect with prospective customers. Conducts outreach to prospective applicants for student visas.

Drafts Security Advisory Opinions (SAO) on any applicable case in order for a Consular Officer to submit to the Department for final clearance. Coordinates the collection of any additional documentary evidence or information needed for successful SAO transmission.

Serves as the backup to the LE Staff Fraud Prevention Assistant. Utilizing the computerized fraud database, works with the Fraud Prevention Unit (FPU) to schedule fraud investigations in order to assist the Consular Section in preventing visa fraud. Scans and enters investigation requests into the database. Drafts fraud investigation reports for the approval of the Fraud Investigator and Fraud Prevention Manager. Accompanies Fraud Prevention Investigator on selected field investigations.

Backs up the ACS LE staff member. Answers in-person inquiries from U.S. citizens during American Citizen Services (ACS) hours in order to better assist and respond to the needs of U.S. citizens working and living in Sierra Leone. Receives and prepares ACS documentation and applications from U.S. citizens for Consular Officer adjudication, using knowledge of

applicable laws and regulations to bring potential problems to the Consular Officer's attention.

Backs up IV and NIV staff during intake, collects applicant fingerprints, verifies documents, data enters cases, and prints visas.

**\*\*Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.**